

## **Wattles Park Family Practice Office Policies:**

### *Appointments*

Please call our office as soon as you realize you need to see a physician.

We understand that your schedule may change and you may need to cancel an appointment. Please call the office with an at least a 24-hour notice. There will be a \$25.00 fee for No Show visit. If you are going to be more than 15 minutes late, you may be asked to take a later appointment if one is available, or reschedule for another date and time.

At times, your physician may be behind schedule due to an emergency. We will do everything possible to accommodate your needs on a timely basis.

We require that you complete a patient update form and verify your health insurance cards at **EVERY** office visit.

### *Phones*

Our office telephones are answered Monday through Friday, 8:00 am to 4:30 pm. They are switched over to an answering service at lunch (12:00 to 1:00 pm), this allows our staff an opportunity for a break. We switch our telephones over at 4:30 pm, so that the staff can reply to the phone messages.

### *After-Hours*

If you believe you are experiencing a medical emergency during normal office hours, please call our office and speak to a clinical staff person. Your call will be answered immediately. If your call is after normal business hours, call the office telephone number (269) 969-6014, listen to message, and follow the directions. You will be given a pager number. Call the pager number of the physician on call. The physician on call will call you back promptly to assist you.

### *What to Bring to Your First Appointment*

As a New Patient, please arrive at least 15 minutes prior to your scheduled appointment. This allows you time to complete the necessary registration process. Please bring the following items to your appointment:

- Your insurance card(s)
- All of your current medication bottles/over-the-counter medications
- A list of past surgeries/hospitalizations
- A list of current physicians

### *Fees:*

To help control medical costs, we ask for payment at the time when services are rendered. Co-pays are to be paid at the time of service. We accept cash, checks, Visa, MasterCard, Discover, debit cards and HAS/HRA cards. However, we believe no one should go without necessary medical care. If financial problems arise, please contact our Practice Manager to determine your financial responsibilities and work out a payment arrangement.

## **Office Policies cont.**

### *Insurances:*

Wattles Park Family Practice participates with most health insurance plans. We provide insurance billing as a courtesy to our patients. Please be aware that any costs not covered by your health insurance carrier are your responsibility.

Fees that are not covered by your health insurance carrier, we request in a timely manner. Your health insurance carrier may also require you to pay a co-payment at the time of your appointment. Our office does offer opportunities to arrange a payment plan. Please ask to speak to the Practice Manager to arrange a financial agreement.

Our office participates with the following health insurance plan:

Blue Cross Blue Shield	Medicare
Blue Care Network	Medicaid/Great Lakes Health/Health Plan of Michigan
Aetna	Beech Street
Calhoun Health Plan	Cigna
Direct Care America	Evolutions Healthcare Systems
First Health Network	Health Scope Benefits
IBA	MultiPlan
PPOM	Physicians Health Plan/United Healthcare
Preferred Choices	Preferred Partners
Private Healthcare Systems	Tricare
Workers Comp/Auto Accidents	

If you have any questions regarding which insurance plan we accept or any billing concerns, please contact our billing department during normal business hours 269-969-6092. Questions regarding your coverage and benefits should be directed to your employer and/or health insurance carrier.

### *Referrals:*

When you are referred to another physician for care, our referral specialist will schedule the appointment and obtain the insurance authorization for the visit. They will then contact you with the appointment information and any necessary prep for the appointment.

### *Prescriptions:*

Prescription refills are completed at your routine office visit. Your physician will write prescriptions to cover the amount of medication that you will need until your next visit. If you do run short of medication and it is not time for a routine visit, please call the office for refills during normal business hours. Allow 48 hours for ALL refills. Please do not wait until Friday afternoon, as you may be unable to obtain a refill until Monday. In most cases, the physician on call (after business hours) will not renew a prescription when called, as they are unable to review your patient record.

When your physician informs you that your prescription has been faxed to your pharmacy, please allow a couple of hours for this process to complete. It is recommended that you call to verify that they have received the faxed prescription.

## **Office Policies cont.**

### *Test Results:*

Patients will be notified of normal Pap results by mail. All abnormal test results will require an office visit with your physician, to review the findings. Patients will be called at the telephone number listed in their medical file. Patients may call during office hours to receive other test results.

### *Forms:*

There is a \$10.00 fee for the completion of patients forms (i.e., FMLA, disability, life insurance). This fee will be collected before the distribution of the completed form.

### *Cell Phones:*

We ask that all cell phones please be turned off while here for your office visit, as a courtesy to others.

### *Smoking:*

We provide a smoke-free facility for our patients.

### *Confidentiality:*

For your protection, no records are released from this office without a current signed Medical Records Authorization Release.